



# REDRESS

CONFLICT RESOLUTION THAT WORKS

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UNITED STATES POSTAL SERVICE®

# REDRESS<sup>®</sup> MEDIATION

RESOLVE  
EMPLOYMENT  
DISPUTES  
REACH EQUITABLE  
SOLUTIONS  
SWIFTLY



REDRESS GIVES EMPLOYEES THE OPPORTUNITY OF MEDIATION IN ADDITION TO COUNSELING.

## WHAT IS REDRESS®?

REDRESS is a Postal Service™ mediation program providing an informal and speedy addition to the traditional Equal Employment Opportunity (EEO) process.

## WHY CHOOSE MEDIATION UNDER THE REDRESS PROGRAM?

### Mediation Is Fast

Mediation gives you a chance to meet face-to-face with your supervisor soon after the dispute arises.

### Mediation Is Informal

No witnesses are called. Nobody testifies under oath. No complicated procedures and technicalities get in your way.

### Mediation Allows Representatives

You are entitled to bring a representative of your choice to the mediation.

## Mediators Do Not Make Decisions or Force Decisions on You

Mediators are trained to work with all parties to help them find solutions to their dispute. An agreement crafted by the people involved is almost always more satisfying and more lasting than an agreement dictated by an outside third party.

### Mediators Are Impartial

Mediators are trained, experienced, third-party neutrals.

### Mediation Is Free

There is no cost to you for mediation.

### Mediation Is Confidential

The mediator will not share information about anything discussed during mediation. After the mediation is over, the mediator destroys all of his or her discussion notes.

## HOW DOES MEDIATION WORK UNDER REDRESS?

1. After contacting the EEO office to request counseling, you will be offered the option of going to mediation in addition to receiving EEO counseling. You may request EEO counseling by calling:
  - 888-EEO-USPS (888-336-8777)
  - TTY: 888-325-2914
2. Every effort will be made to schedule your mediation within 2 to 3 weeks of your request.
3. The process starts with the mediator explaining how mediation works and answering your questions. You and your supervisor will each have the opportunity to tell your side of the dispute.

4. When a settlement is reached, the settlement will be binding on everyone.
5. If a settlement is not reached, you have lost nothing. You can continue to pursue your EEO rights through counseling efforts and by filing a formal complaint.

### CONSIDER REDRESS IF:

- You are looking for a fast way to resolve your EEO dispute.
- You believe that a mediator may assist you in resolving your dispute.

# CONFLICT RESOLUTION THAT WORKS!



[WWW.USPS.COM/REDRESS](http://WWW.USPS.COM/REDRESS)